

NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES
POLICY AND PROCEDURE DIRECTIVE

SUBJECT: CLIENT ALERTS – ELECTRONIC MEDICAL RECORD

NUMBER: NN-IM-MR-19

Page 1 of 3

ORIGINAL DATE: 5/3/07

REVIEW/REVISE DATE: 5/20/10

Approval: Rosalynne Reynolds {s}, Agency Director

I. PURPOSE:

The purpose of this policy is to identify consumer care issues that need to be readily available to clinical staff when accessing the electronic medical record

II. PROCEDURES:

1. Only the below listed client alerts are to be used:

- Allergy
- Adverse Medication Reaction
- Fall Risk
- Seizure Precaution
- Record Restriction
- Locked Record
- Sealed Record
- Death Chart
- Alert's entered by Information Technology (I.T.)

2. Client Alerts should be entered using the following procedures:

- Select Consumer
- Select Avatar CWS
- Select Other Chart Entry

Select Client Alerts

In Client Alert Tab, select only Warning (custom)

In the custom message box, enter the appropriate alert. Naming convention for all alerts must contain NN type of alert date alert entered (example: NN Allergy-Bee Stings 4/7/10)

There must be an individual alert for each allergy and drug reaction.

When entering a fall risk or seizure precaution alert: (example: NN Fall Risk 4/7/10 or NN Seizure Precaution 4/7/10)

Once the alert description has been entered, the alert must be filed. No other changes in the alert are to be made.

The alerts below listed are entered by clinical staff and cannot be removed:

- Allergy Alert.
- Adverse Reaction Alert
- Fall Risk Alert
- Seizure Precaution

3. The procedures for entering Record Restriction, Locked, Sealed, and Death Chart are the same as outlined above.

4. The alerts below listed are entered and managed by Health Information Services:

- Record Restriction
- Locked
- Sealed
- Death Chart

5. If access is needed to any of the above Alerts, contact H.I.S.
6. Upon request, Health Information may temporarily unlock records for documentation corrections, chart review, etc. After work is completed, a call will be made to HIS so the record can be relocked
7. HIS will maintain a log of access to locked, sealed, or death records.
8. If a record has been locked by I.T., the client alert will refer the user to the correct Patient I.D. to enter data. IT may temporarily lock records as required for making corrections (example: duplicate records).